

Zurich HelpPoint delivers in a medical crisis

Emergency evacuations for mom and young son from Guyana



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Across the country or around the world, Zurich Travel Assist® responds when our customers need us most. Here is one such story...

A middle-aged German national, living in Guyana and working for a U.S.-based company, was traveling for business with her five-year-old son. While driving her SUV during a rainstorm near Georgetown, Guyana, she was struck head on by a speeding mini-van. The woman and her son both sustained serious injuries.

The situation was dire: the mother fractured her ankle, wrist, knee, ribs and hips; the little boy suffered serious head injuries, including a fractured orbit. Both were rushed to Balwant Singh Medical Center for emergency medical treatment.

The patient's family contacted Zurich Travel Assist® and asked for help under their Zurich Business Travel Accident insurance policy.

The Zurich Travel Assist® medical team immediately sprang into action, contacting the treating physicians in Guyana and assessed the medical conditions of both patients. Doctors quickly decided that both mother and son needed to be evacuated to a better-equipped hospital in Miami, Florida.

Evacuation obstacles were encountered due to both patients being German nationals, and letters verifying medical coverage, passport information, etc., were required. Zurich Travel Assist® managed to evacuate the mother on an air ambulance to Jackson Memorial Trauma Center in Miami, Florida.

The child's evacuation was even more challenging. He required a neurological team, and most U.S.-based air ambulance companies were reluctant to transfer him in such a delicate condition. Zurich Travel Assist® ultimately secured an air ambulance company, which flew the child and a full neurological team to the same Miami trauma center where his mother had been transported, only 13 hours before.

This story has a happy ending. Both patients fully recovered from their injuries, and flew safely back home to Germany.

Zurich is here to help *your* world.

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The case study described above is based on an actual situation, but information has been changed to protect confidentiality and highlight potential risks.

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